

Re: Multiple copies of email in "Forward to"contact

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-09/msg00843.html>

- *From:* Mac D <MacD@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 7 Sep 2006 23:24:02 -0700
-

let me see which paint and brush I should use : -)

Sorry to reply after so long was on leave but my problem still persists and so i will keep digging.

There is no forwarding set on his private mail (that would be via MS Outlook). All forwarding has been set via the ADUC mmc on Exchange.

Just to recap the observed phenomenon:

1. My boss travels a lot and because we dont have OWA for users external to our network, he uses a public email service (let not worry about whether its yahoo blackerry gmail hotmail etc as they all behave the same and it means the issue at hand is not related to the public email service).
2. I have created a contact for his public email service in my AD and set forwarding of his mail to this account in Exchange.
3. I have selected to keep a copy of on the server so that when he comes back he see all the mail in his Outlook.
4. What is strange is that he see multiple copies of mail that is forwarded to him in his public email account.
5. The only exception to this case being when I, or anyone whose mailbox is on the same Exchange server as him, sends him mail.
6. Otherwise all external mail and mail from other interal users, whose mailboxes are resident on different servers to his, will generate multiple copies of the same email in his forwarding email account.
7. I have the latest service pack SP2 for Exchange 2k3 on all the Exchange servers as well as the latest OS service pack for Win2k3.
8. What I observed when analysing the Internet headers on his forwarded emails is that it seems when an email is sent to him from say an external user:

Re: Multiple copies of email in "Forward to"contact

- i) the front end server immediately sends a copy to his forwarding email address
- ii) The front end server at the same time sends a copy of the email to his inbox on his home server.
- iii) His home server then also sends a copy of this message to his forwarding address as per the configuration set on his mailbox.
- iv) In some cases a third copy is also sent to his forwarding address but I cant figure out where it will be coming from and I havent concretely determined under what circumstances this occurs.

My questions are:

- 1. Which server should act on the configured setting of forwarding email as per the mailbox setting of "Forward email to this address and keep a copy locally". Is it the front end server or his home server?
- 2. If its the front end server how does it tell his home server that its already forwarded a copy and the home server shouldnt worry about doing something thats already been done?
- 3. If its the home server that should send a copy how do I stop the frontend server from being "nosey " and carrying out a function it shouldnt?

Long email I know. I need help and would really appreciate your assistance.

Thanking you in advance,

Mac D

"Missy Koslosky [MVP]" wrote:

Color me confused, Mac.

Let's start at the beginning – does your boss have forwarding rules set up on both his private email and in Exchange? If so, that's definitely problematic.

"Mac D" <MacD@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:79E4D91C-7C80-4289-ABF3-E5375F1E914B@xxxxxxxxxxxxxxxxxxxx

Hie Missy,

Maybe I shouldnt mention the Blackberry aspect as it may seem its an issue associated with that. The multiple copies are generated for all forwarded emails. I setup forwarding to my yahoo account and its doing the same thing.

My CIO has forwardinf to another email accoutn outside our organisation

Re: Multiple copies of email in "Forward to"contact

and
it does the same thing.

Looking at the Internet Headers information, it seems like the front end server as soon as it receives an email for an account with forwarding enabled, it carries out the forwarding instruction. And when the person's home server receives the email, it also carries out the forwarding instruction apparently oblivious to the fact that the front-end server has already forwarded the email. Hence at least two (cos in some cases I get three copies of the same email) copies are sent to my forwarding address.

How does forwarding in Exchange work? Which server is meant to carry out the forwarding instruction on an account?? My Exchange "guru" internally argued that the forwarding is only carried out when the email hits the person's home server, where their mailbox is housed but based on my observation this isn't the case. Please shed light on this for me.

Thank you in advance

"Missy Koslosky [MVP]" wrote:

Are you using Blackberry Enterprise Server, or is he using the desktop forwarder? In any case, you should not need to set up a rule to forward mail to his blackberry, the software will do the job.

"Mac D" <MacD@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:0FC8826F-F48B-4084-A475-8FC42AA84BF0@xxxxxxxxxxxxxxxxxxxx

Hi,

I am running Exchange 2003. My CEO has a contact in our organisation that refer to his blackberry contact. I have set the forwarding to also keep a copy in his mailbox.

What happens is that three copies of his forwarded email hit his

Re: Multiple copies of email in "Forward to"contact

blackberry
account! Only one hits his internal mailbox.

What I ahve determined is that the front end
Exchange server seems to
be
creating the additional copies. Is this how its
meant to be (don think
so
cos
its such a nuisance and my CEO keeps
complaining about it).

How do I tell the front end server that this
guy's mail server is the
one
that will send the forwarded email and it
should bother as its creating
havoc? What this also creates as a side effect
is that his forwarded
email
hit his blacberry before his internal mailbox
(this is due to a slow
link
in
our network which if the fornt end server
wasnt sending its own
forwarded
copy of email wouldnt be happening).

Please help.